

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD  
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007  
PHONE (602) 364-1PET (1738) FAX (602) 364-1039  
VETBOARD.AZ.GOV



**COMPLAINT INVESTIGATION FORM**

*If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian*

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: March 10, 2021 Case Number: 21-101

**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: Danielle Landreth DVM & Mel Johnson DVM  
Premise Name: Power Road Animal Hospital  
Premise Address: 2333 S Power Rd  
City: Mesa State: \_\_\_\_\_ Zip Code: 85209  
Telephone: (480) 641-4141

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT:**

Name: Scott Johnston  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Home Telephone: \_\_\_\_\_ Cell Telephone: \_\_\_\_\_

\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

**C. PATIENT INFORMATION (1):**

Name: Bella  
Breed/Species: sheperd/mix  
Age: 10 Sex: F Color: Black

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_  
Breed/Species: \_\_\_\_\_  
Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

*Please provide the name, address and phone number for each veterinarian.*

Dannielle Landreth DVM & Mel Johnson DVM  
Power Road Anumal Hospital  
2333 S Power Road  
Mesa, AZ 85209  
480-641-4141

**E. WITNESS INFORMATION:**

*Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.*

Nancy Johnston

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: 

Date: 10 March 2021

**F. ALLEGATIONS and/or CONCERNS:**

*Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.*

Our family pet Bella has been under the care of Power Road Animal Hospital the last few years. Bella has over the last couple of years become blind and been diagnosed with diabetes. Her diabetes is under control and she has been receiving insulin injections that we give to her delivered to us from Chewy Pharmacy. As of March 10, 2021 Chewy reached out to have the insulin prescription renewed which is done on a regular basis as the medication is sent to us on auto ship so we do not run out. With the cost of it we do have it shipped more frequently as it is not inexpensive and also can expire or go bad as it does need to be kept cold. Now that Bella is due and we are down to just a couple more doses remaining for the next shipment Power Road Animal Hospital and Dr. Johnson are refusing to renew or refill (they have always had an issue with either 1800petmeds or Chewy as they don't get the profit) the prescription without seeing Bella. No notice has been given that they are wanting this done, not a phone call, text, or email. Nothing whatsoever. This is a bit of a shock to our household as Bella is living in Southern Arizona during the week making it hard to get her with us in Mesa 3+ hours away. I explained this to the Vet staff (Vanessa) and she said that there is nothing they can do and "taking care of a diabetic pet is not easy and that maybe we should consider finding another home for Bella". When I said "excuse me, that is not something that you say to a pet owner that is already giving the best quality of life to the pet that we can give including lifestyle adjustments for her human companions". She said "well not everyone is cut out for the time it takes and the responsibility". It was at that point that I was extremely unhappy and requested her records and stated "go to hell" with rage and she stated "I can see there is abuse as well". I then requested she have the records ready for pickup as we will no longer be seeing them as a Vet and she had cheer in her voice at that time.

During the past visit we had other issues as well with them wanting to do work on Bella and billing us for an office visit with the doctor and not allowing us to even speak with the doctor stating that she is "too busy". When I refused to pay for the office visit and exam with the doctor as we did not see the doctor and had questions they dismissed us and still charged. This is fraud and unethical billing as the doctor is not seeing the animal and doing any treatment or care as they are not doing it leaving it up to the staff or unlicensed techs.

As you can see Power Road Animal Hospital has many issues going on this is sad as our animals deserve the care and respect that humans do with medical. No animal should need to suffer and we need to be humane for our companions and family members.

April 1, 2021

Tracy A. Riendeau, CVT  
Arizona State Veterinary Medical Examining Board  
1740 West Adam Street, Suite 4600  
Phoenix, AZ 85007

*Re: 21-101, In Re: Danielle Landreth*

Dear Ms. Reindeau:

Power Road Animal Hospital first treated "Bella" Johnston, an 8-year-old female spayed Shepherd, for symptoms related to Diabetes mellitus on April 2, 2019. John Johnston presented Bella to Dr. Jessica Schneider for polydipsia and polyuria (pu/pd). Bloodwork revealed hyperglycemia and glucosuria, confirming diabetes mellitus. Dr. Schneider advised Mr. Johnston of Bella's diagnosis, and provided an extensive explanation of diabetes, treatment and management.

Bella was subsequently scheduled for an in-person insulin demonstration and prescribed 47 units of Vetsulin subcutaneously once daily. She initially responded well to treatment, showing improvement in her symptoms and increased energy. I, personally, first became involved in Bella's case on May 20, 2019, when the owner called the clinic asking whether insulin should be administered when the patient did not eat and was acting lethargic. We informed Mr. Johnston not give insulin under these circumstances, and indicated that we would check Bella's blood glucose levels and review dosing at an already scheduled (vaccine) appointment the following day.

I examined Bella on May 21, 2019. The owner had not given insulin for the 2 days prior to the appointment due to anorexia, lethargy and nausea. Bella's blood glucose at that time was 520 mg/dl. I discussed multiple treatment options with the owner, including a less expensive insulin (Humulin-NPH). We also discussed the fact that Vetsulin is labeled for once daily treatment, but lower twice daily dosing is often times required for diabetic regulation. This is very much patient dependent. I offered to transition Bella to twice daily administration, but the owner elected to continue with once daily dosing, decreasing to 20 units due to signs of hypoglycemia on the current dose. I recommended monitoring Bella closely for signs of

2333 South Power Road  
Mesa, Arizona 85208  
phone 480.641.4141  
fax 480.654.2826

hypoglycemia and rechecking a pre-insulin, fasted, BG in 1-2 weeks if Bella was doing well (sooner if she wasn't doing well on the new dose).

Bella had a blood glucose level of 473 mg/dl on May 31, 2019. At that point, we recommended transitioning her to twice daily dosing, but the owner declined. The dose was increased to 28 units (0.7cc). On June 7, 2019, Bella returned for a nurse appointment to recheck her blood glucose, which was 505 mg/dl. I again recommended transitioning to twice daily dosing. I explained that Bella's midday lethargy and pu/pd by the evening was evidence that she would benefit from twice-daily dosing. The owner agreed to try 10 units twice daily and was instructed to go up to 15 units twice daily if Bella was extremely pu/pd at the lower dose. I further explained the importance of close monitoring and rechecking blood glucose as directed to establish the best twice daily dosing for Bella. The owner indicated that they understood this process, and the need to be cautious in transitioning to twice daily dosing.

On June 28, 20219, I examined Bella again, and diagnosed her with diabetic cataracts and lens induced uveitis. Bella was prescribed Flurbiprofen, and her insulin dose was increased to 12 units twice a day (and up to 13 units twice daily if Bella was still pu/pd after one week). I discussed home blood glucose monitoring using an Alpha Trax glucometer. Bella's owner was given a referral to Eye Care for Animals, but was told that they usually will not perform cataract surgery until the diabetes is regulated.

Over the next several months, Bella's blood glucose fluctuated and her insulin doses were adjusted accordingly. Her glucose level was 380 mg/ml on July 12, 2019. On July 26, 2019, Bella's blood glucose was 421 mg/dl, and 480 mg/dl on August 9, 2019. On August 22, 2019, Bella's blood glucose was 382 mg/dl. The owner was told that we are getting close to regulation and that I would like to confirm good control with a glucose curve or Fructosamine level once Bella's pre-insulin, fated blood glucose was closer to 250 mg/dl. On September 27, 2019, Bella's blood glucose spiked at 528 mg/dl. Following the September 27, 2019 blood glucose results, I advised the owner to continue giving 18 units twice daily and recheck in 1 week (making sure that there were no other factors influencing this aberrant result) as the September 27, 2019 numbers were not consistent with Bella's previous numbers. The owner did not return as directed, and I have not treated Bella since.

Bella's records indicate that Dr. Melissa Johnson approved refills in December 2019 and January 2020. In early 2020, the owner expressed dismay that we couldn't "price match" Chewy.com, and were only authorizing two bottles at a time, instead of four. The owner also complained to staff when I was unavailable to meet with him personally during nurse-only

2333 South Power Road  
Mesa, Arizona 85208  
phone 480.641.4141  
fax 480.654.2826

glucose check appointments or when he would show up as a walk-in. My office repeatedly reminded the owners that Bella needed to schedule follow-up glucose tests, but the owner refused stating that Bella was doing well. Bella received three additional refills between February and June 2020.

On June 19, 2020, Dr. Melissa Johnson examined Bella, and determined, via a Fructosamine level, that Bella's diabetes was poorly controlled. At this point, I was not involved in Bella's case. Please refer to Dr. Johnson's statement in Board Case No. 21-102 for additional information regarding Bella's treatment during this timeframe.

I adamantly disagree with Mr. Johnston's statements that we failed to properly communicate the need for glucose rechecks as part of the insulin refill process. The owner had been informed multiple times, since September 2019, of the importance of routine monitoring and was given options on how to do this (including the use of a glucometer). We repeatedly authorized refill insulin, even after multiple attempts were made to get the owner to comply with glucose testing.

Our recommendations for bloodwork were based solely on our concerns for Bella's health and regulation of her disease. Diabetes management can be challenging, and requires multiple office visits. To keep costs down for our clients, we often schedule nurse appointments for glucose testing, a significant savings over a traditional veterinary office visit. During nurse appointments, the nurse will communicate the test results to the supervising veterinarian, who will then adjust dosing if necessary. This is standard for nurse appointments for frequent blood glucose checks, and is our attempt to help with the cost of regulating a diabetic animal. In this case, we offered traditional office visits and home-based glucose monitoring when the Johnstons were not satisfied with nursing appointments. All of these alternatives were declined.

I am confident that all veterinary services provided by me and Power Road Animal Hospital to Bella were performed professionally, and in compliance with the applicable standard of care. Unfortunately, diabetes is a frustrating disease and requires commitment and patience in order to treat safely and maintain control. My office staff consistently treated the Johnstons with respect, compassion, and provided them with many different treatment/appointment alternatives. The owners appear to simply want us to provide insulin refills without any follow-up glucose testing. Given Bella's history of poor glucose regulation and the potential for negative consequences if Bella wasn't closely monitored, we repeatedly requested the owners to bring Bella in for glucose testing. When the owner repeatedly declined, we suggested that they find an alternative veterinarian. I have included a copy of Power Road Animal Hospital's complete

2333 South Power Road  
Mesa, Arizona 85208  
phone 480.641.4141  
fax 480.654.2826



at Superstition Springs

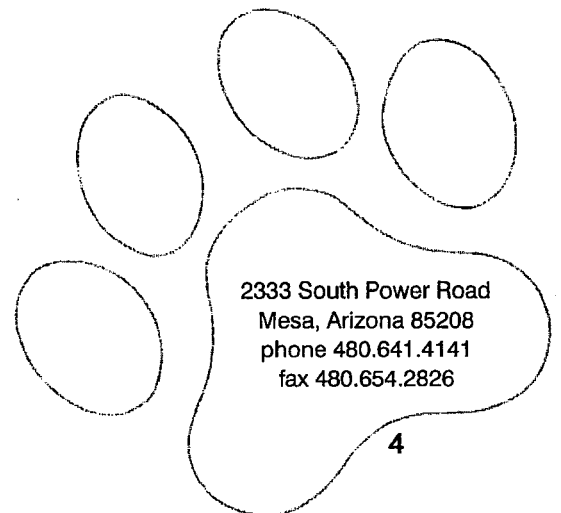
[www.PowerRoadAnimalHospital.com](http://www.PowerRoadAnimalHospital.com)

medical records for Bella with this response. Thank you for providing me with the opportunity to respond to this Complaint. I respectfully request that the Board dismiss Claim No. 21-101 with no violations.

Sincerely,

A handwritten signature in black ink that reads "Danielle Landreth, DVM". The signature is written in a cursive, flowing style.

Danielle Landreth, DVM



**DOUGLAS A. DUCEY**  
- GOVERNOR -



**VICTORIA WHITMORE**  
- EXECUTIVE DIRECTOR -

## **ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007  
PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039  
[VETBOARD.AZ.GOV](http://VETBOARD.AZ.GOV)

### **INVESTIGATIVE COMMITTEE REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** AM Investigative Committee: Robert Kritsberg, DVM - Chair  
Christina Tran, DVM  
Carolyn Ratajack  
Jarrod Butler, DVM  
Steven Seiler

**STAFF PRESENT:** Tracy A. Riendeau, CVT - Investigations  
Marc Harris, Assistant Attorney General

**RE:** Case: 21-101  
Complainant(s): Scott Johnston  
Respondent(s): Danielle Landreth, DVM (License: 4702)

#### **SUMMARY:**

Complaint Received at Board Office: 3/10/21  
Committee Discussion: 8/3/21  
Board IIR: 9/15/21

#### **APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018  
(Lime Green); Rules as Revised September  
2013 (Yellow).

"Bella," a 10-year-old male Shepherd mix was diagnosed with diabetes mellitus on April 2, 2019. Dr. Landreth evaluated the dog on several occasions in attempts to regulate the dog's diabetes. The last time Dr. Landreth examined the dog was on September 27, 2019, as Complainant did not return as directed for a blood glucose.

Dr. Johnson and Dr. Landreth continued to refill the insulin while requesting Complainant to bring the dog in for a blood glucose check and exam. The dog was never brought in.

On June 19, 2020, the dog was presented to Dr. Johnson for a fructosamine level which confirmed poor control. The dog was presented again for a glucose check on August 21, 2020.

In October 2020, January 2021 and February 2021, insulin refills were approved and each time Complainant was advised that they would not continue to refill the insulin until the dog was brought in for a recheck.

On March 10, 2021, when Complainant requested another refill of insulin, Dr. Johnson had staff call Complainant to explain that the dog had to be scheduled for labwork prior to approval of the refill. Complainant called upset that the refill was declined. Dr. Johnson was going to approve the refill and ask that Complainant seek care for the dog elsewhere.



Complainant stated that he already obtained a refill and filed a complaint with the Veterinary Board.

**Complainant was noticed and did not appear.**

**Respondent was noticed and appeared with counsel, David Stoll.**

**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: *Scott Johnston*
- Respondent(s) narrative/medical record: *Danielle Landreth, DVM*

## **PROPOSED 'FINDINGS of FACT':**

1. On April 2, 2019, the dog was diagnosed with diabetes mellitus by Dr. Landreth's and Dr. Johnson's associate, Dr. Schneider. The pet owner was emailed an extensive explanation of diabetes diagnosis, treatment, and management. Insulin demonstration was conducted and the dog did well initially.

2. On May 21, 2019, Dr. Landreth examined the dog due to lethargy. The dog had not received insulin for two days. They discussed that Vetsulin was labeled for once daily administration but lower twice daily dosing was required for diabetic regulation. Dr. Landreth offered to transition to twice daily administration at that time but the pet owner declined.

3. The dog continued to be unregulated and the insulin dose was adjusted several times before the pet owner elected to try twice daily administration of Vetsulin. The importance of close monitoring was discussed with the pet owner.

4. On June 28, 2019, the dog was diagnosed with diabetic cataracts and lens induced uveitis. The dog was prescribed Flurbiprofen. At home blood glucose monitoring was discussed as well as a referral to an ophthalmologist.

5. The dog returned several more times for blood glucose checks. Each time resulted in increasing the dog's insulin dose. Dr. Landreth felt they were getting close to regulating the dog's diabetes.

6. On September 27, 2019, the dog's blood glucose was elevated. The pet owner did not report any missed doses, diet change, or access to food prior to the blood glucose. This was the last time Dr. Landreth saw the dog as the pet owner did not bring the dog back as instructed.

7. Dr. Johnson approved Vetsulin refill in December 2019 and Dr. Landreth approved a refill on January 14, 2020. The pet owner came to the premises with allegations that the Vetsulin refill was not authorized; he was upset that the dog was almost out of insulin and the shipment would not be received for another week. Staff explained that the refill was authorized and offered to fill a prescription of Vetsulin through the premises to hold him over. The pet owner was then upset that Dr. Landreth did not approve 4 bottles of Vetsulin, only 2. He was advised that only 2 bottles were requested. Dr. Landreth was accused of being too busy to speak with the

pet owner – she was seeing scheduled appointments at that time. The pet owner was advised that the dog had not been evaluated since September 2019 and it was recommended to return in one week for another blood glucose.

8. On February 10, 2020, a refill for Vetsulin was approved even though the dog had not returned for a recheck. Later, Complainant brought the dog in midday and was upset when told that the test needed to be performed pre-food and pre-insulin. Complainant stated that they have done this test many times and it was always the same, therefore he did not want to do them anymore.

9. Insulin was refilled three more times.

10. On June 19, 2020, the dog was presented to Dr. Johnson. A fructosamine level at that time confirmed poor control.

11. On August 21, 2020, the dog was presented for a blood glucose and Dr. Johnson recommended increasing the insulin 1 unit and recheck in one week. The dog never returned again. Dr. Johnson was concerned that the dog was never well regulated and Complainant threatened to increase the dog's insulin dose against her recommendation.

12. On October 17, 2020, and January 9, 2021, Dr. Schneider approved refills of Vetsulin. It was noted that further refills would not be approved until the dog was rechecked for a fasted glucose or fructosamine.

13. In February 2021, Dr. Johnson approved an insulin refill with a note that no more refills would be approved until blood work was performed. Dr. Johnson left a note for staff to remind the pet owner of her instructions.

14. On March 10, 2021, Dr. Johnson received a request for Vetsulin refill. Since Complainant had been informed multiple times that blood work was needed before refill approval, Dr. Johnson had staff call Complainant to explain that at least an appointment needed to be scheduled for blood work prior to approval. Complainant called back and was very upset that the refill was declined. He spoke to the management who also explained that an appointment would need to be scheduled before the insulin refill would be approved.

15. Dr. Johnson stated that she had staff call Complainant advising that she did not want to withhold insulin from the dog and would approve the Vetsulin, however, she did not feel comfortable working with Complainant in the future. The approval would give Complainant 30 days to find care elsewhere. When staff called to relay the information to Complainant, he reported that he already had the Vetsulin overnighted through another pharmacy and already filed a Veterinary Board complaint.

#### **COMMITTEE DISCUSSION:**

The Committee remained in open session and did not feel the need to speak with Respondent.

After reviewing the case file materials, the Committee felt Respondent's care and treatment of the dog was appropriate.

**COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that no violations of the Veterinary Practice Act occurred.

**COMMITTEE'S RECOMMENDED DISPOSITION:**

**Motion:** It was moved and seconded the Board:

Dismiss this issue with no violation.

**Vote:** The motion was approved with a vote of 5 to 0.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*

TR

---

Tracy A. Riendeau, CVT  
Investigative Division